

State Council on Workforce Services

January 12, 2006

1:15 p.m.

Attendees: Kevin Crandall, Darris Howe, Don Salazar, Russ Thelin (for Blaine Petersen), Paul Nielson, Leticia Medina, Debra Dull, Richard Thorn, Greg Diven, Gary Knapp, Dawn Skorka, Shawn Potter, Gary Wixom (for Richard Kendall), Mary Shumway (for Patti Harrington), Stephanie Smith, Lynn Purdin, Robert Knudson, Rickie Bryan, Melissa Freigang, Paul Otto, Tom Darais, Liz Lobato, Connie Laws, Helen Thatcher, Tara Connolly, Mark Knold, Diane Lovell, Terry Lisonbee, Bill Starks, Chris Love, Jon Pierpont, James Whitaker, Steven Cuthbert, Kathleen Johnson, Ann Barnson, Becky Cox, Jan Thompson, Dave Ostrom, Bob Gilbert, Jane Broadhead, Brian Young, Karen Silver, Randy Hopkins, Susan Hill, Julie Lay, John Nixon, Tani Downing, Kim Haws, Mary Gehman-Smith, Kathy Hirst

Welcome and Opening Business - Kevin Crandall

Kevin welcomed the group and introduced new State Council members Don Salazar, Owner and President, CTI Construction, and Leticia Medina, Executive Director, Utah Issues. He acknowledged new State Council members Susan Lindberg, Educator, St. Mark's Hospital, Marie Christman, Deputy Director, Department of Human Services and Richard Bradford, Director, Governor's Office of Economic Development who cannot be here today. Kevin introduced State Council member Richard Thorn, who has agreed to serve on the Council for another four years.

State Council Subcommittee Review - Kevin Crandall

Kevin reported he and Tani Downing, DWS Executive Director are in the process of reviewing the State Council subcommittees. They want to ensure each subcommittee is in the best position to address the important issues and their existence has purpose. Some subcommittees are mandated by state or federal regulations but some are formed as ad hoc committees to address specific needs. One of the committees who has fulfilled its purpose is the Cultural Integration Advisory Council (CIAC). CIAC was adopted as a subcommittee of the State Council in April 2002 in response to a need expressed by employers for resources that would help them successfully employ workers with limited English and cultural integration skills. CIAC has completed important work to gather resources and meet this need. At this time, DWS is working with CIAC to roll these resources into the DWS website. The web page will serve as a clearinghouse for English as a Second Language (ESL) resources, cultural integration best practices and other information pertinent to this issue. DWS is also partnering with the

Department of Community and Culture to continue providing services for employers, job seekers and the community in this area. Having met the need, and with a plan for on-going service delivery, CIAC is being discontinued as a separate subcommittee of the State Council. Our review of subcommittees will continue in order to most efficiently and effectively meet the Council needs. Kevin thanked the members of CIAC.

Kevin continued Regional Council subcommittees are also being reviewed. We want to ensure all subcommittees are focused on a purpose. The Regional Councils themselves are not being reviewed as they are required by state statute and continue to serve a valuable purpose to the regional communities as well as the State Council.

Consent Agenda - Kevin Crandall

Kevin called for approval of the Consent Agenda. Paul Nielson motioned to approve the 12 October 2005 meeting minutes as written, Darris Howe seconded the motion and the motion carried. Kevin called for approval of two training providers, Green River Ambulance Service/Emery County Ambulance and Price Mine Service. Debra Dull motioned to accept the training providers, Shawn Potter seconded the motion and the motion carried.

2006 Strategic Planning - Kevin Crandall

Kevin reported strategic plans are amended and/or augmented on an annual basis. DWS plans to move the cycle up in order to have more done by the time the budgeting process begins. The January-March timeframe will extend until April. During the April State Council meeting, strategic planning will be conducted.

Executive Director's Report - Tani Pack Downing

Tani reported the following:

- Kevin Crandall, State Council Chair, has agreed to extend his term for another four years. Kevin first served on the State Council as Chair of the Mountainland Regional Council from 1999 to 2003. He was appointed by Governor Olene Walker as the Chair of the State Council in July 2004;
- The new Comprehensive Unemployment Benefits System (CUBS) successfully launched on January 1, 2006. This state of the art

computer system is the culmination of five years of dedicated effort by DWS' Information Technology staff, Unemployment Insurance (UI) staff and numerous outside vendors. There were a few minor issues as the system rolled out but the bugs have been repaired. CUBS replaced an outdated legacy mainframe system that no longer met today's business needs. The new system allows the Department to process UI claims more efficiently and accurately; it incorporates electronic workflows, case management, imaging, and real-time accounting. Other states across the country have been reviewing Utah's system. The UI Administrative Fund was managed so well, both CUBS and CATS (our Contributions Automated Tax System in 1999) were developed from surplus funding without any request for additional appropriations from the state.

- Last month, DWS celebrated with approximately 45 retirees, at the same time acknowledging the huge loss of wisdom and experience within the Department. Tani expressed gratitude to these retirees for all their hard work and dedication. The Career Management System (CMS) is already in production to help with succession planning. This system will identify qualified individuals for the vacant positions in the Department and assist with moving forward to fill these positions.

Annual Report - Tani Downing

Tani distributed the 2006 DWS Annual Report. She explained this year's report is organized in a new format highlighting DWS customers and the positive impact of the DWS services they received. This report will be given to our Legislators, Senators, and the Chambers of Commerce.

Legislative and Budget Update - Tani Downing, John Nixon

Tani presented the 2006 Legislative Briefing and discussed the proposed legislation. The three major bills DWS is watching include:

- Simplified Reporting for Public Assistance Programs
- Unemployment Compensation Social Security Offset
- Employment Security Act Amendments

Another piece of legislation DWS is watching is the sunset of the FACT (Families and Communities Together) committee and the Women's Commission. These two committees were scheduled to sunset in 2006. The

new legislation extends the FACT committee through 2016 and the Women's Commission through 2011.

John Nixon reported DWS has submitted budget proposals to the Governor's Office and now they have gone to the Legislature. The following Appropriation Requests have been made:

- General Assistance (GA) Program (\$2M ongoing, \$4M one-time). This Program provides financial assistance to single or married individuals without children who have physical and/or mental health limitations that prevent them from earning more than \$500 per month. The caseload growth for this program has increased ninety-six percent since 2000;
- Food Stamp Program (\$472,600 ongoing, \$472,600 one-time). The Food Stamp Program provides food to individuals and families while they are seeking training, treatment and/or obtaining job skills to find or keep employment. Since May 2001, Utah has seen a seventy-one percent increase.
- Child Care Program (\$2,702,400). The Payment-to-Parent Child Care Program provides funding for child care to low-income parents who are employed, or are employed and attending school or training, or are participating in the Family Employment Program. Due to anticipated TANF program changes resulting from reauthorization, future demands on the TANF grant may eliminate the ability of these funds to be used to support the Payment-To-Parent Child Care Program;
- EREP Project (\$4,085,000 one-time). eREP is a comprehensive system for determining eligibility that will be used by DWS, the Department of Health, and the Department of Human Services. eREP will improve the consistency and accuracy of benefit determination while providing customers 24-7 access to web-based services.

National Reauthorization - Mike Richardson

Mike reported national reauthorization has been forthcoming for a long time. TANF Dollars are substantially less than when originally authorized. \$150M available for married support. The set aside also has \$50M for fatherhood grants. One of the things that will impact DWS is the verification process. In the past, participation rates were offset. We won't get this offset credit which means we will have to require customers to participate in training and employment activities.

Labor Market Information & Targeted Industries - Mark Knold

Mark Knold reported Utah is in a good situation regarding employment growth. The growth rate is tied to the unemployment system. DWS relies on surveys to evaluate the economy. Our current surveying has the economy growth at 4% and growing. The fundamental piece of Utah's growth is population. Mark discussed trends over the last several years. The strongest industry gains are Construction, Professional and Business Services. The UI rate has fallen over the last year.

Training Provider Approval Process - Connie Laws

Connie reported in order to streamline the process, the Operations and Performance Committee voted to approve training providers at the State level instead of bottlenecking the Regional Councils. If potential providers have completed an application and are registered with the Consumer Protection Agency and/or the Utah State Office of Rehabilitation (USOR), they will automatically be approved. The State Council will still make the final approval. Providers who aren't on the above lists will need to provide a CPA report. This will certify that they are financially stable and sound. DWS employee, Tara Connolly will be running this process for the State and visiting the regions.

Reciprocal Agreements for Vendors Between States - Connie Laws

Connie explained DWS can enter into reciprocal agreements with other states. This broadens the choice of training options and localities available to eligible adults and dislocated workers who qualify for Workforce Investment Act (WIA) Individual Training Accounts.

State Youth Council report - Jane Broadhead

Jane reported the following from the State Youth Council meeting:

- Marie Christman, Deputy Director, Department of Human Services, has been elected as the new State Youth Council Chair;
- The SYC welcomed new members Melissa Freigang and Richard Walker;
- The Youth Newsletter was reviewed. Jane recognized Julie Lay, Tom Darais and Pat Swenson who are key in the creation of this newsletter;

- The current structure of the State Youth Council was discussed. The Communication and Awareness subcommittee is being disbanded;
- The monitoring schedule was discussed.

Regional Council Chairs' Committee Report - Mike Richardson

Mike reported the following from the Regional Council Chairs' Committee meeting:

- Rick Little presented outcome data by region. He offered to provide information as the Chairs have needs;
- The Chairs identified employer needs in partnership with Education and Economic Development;
- Mark Knold presented Labor Market Information;
- Regional Council committees were reviewed and discussed.

Business Services and Marketing Committee - Dawn Skorka

Dawn reported the following from the Business Services and Marketing Committee meeting:

- Curt Stewart presented the 2006 Marketing Plan. In past years, the purpose was to market DWS. Now, as DWS approaches its' ten year anniversary, specific initiatives will be marketed. These will come out of the strategic plan;
- Brian Young presented the Business Relations Group Report. This report focuses on job recruitment and is broken down by region;
- Lynn Purdin discussed the Workforce Innovation in Regional Economic Development (WIRED) grant. Three proposals were submitted;
- Melisa Stark updated the group on the Incumbent Worker grant.

Operations & Performance Committee - Shawn Potter

Shawn reported the following from the Operations and Performance Committee:

- Funds have been slowed which allows us to finish what we have committed to;
- The Training Provider Approval and the Recertification processes were discussed. DWS staff is currently developing new pathways;
- Barbara Vail, Department of Labor recently retired. Marilyn Brandenburg is Utah's new representative;
- Performance Outcome Measures were reviewed. We are hitting all but one benchmark.

Workforce Improvement Coordination (WIC) Task Force - Gary Wixom

Gary reported the following:

- About two years ago, a subcommittee (WEEDA) was chartered from WIC. WEEDA partners Higher Education, Economic Development and DWS. Three committees within that group are functioning:
- The first committee within this group is careers.utah.gov. This site provides information such as how and where to obtain career skills and lists job postings. Utah has presented careers.utah.gov throughout the country;
- The second committee looks at access and collaboration issues;
- The third committee looks at the workforce development, information piece and looks at the needs of targeted industries. This ensures there isn't a gap between the demand and supply side.

Public Comment

Karen Silver, Community Action Program and Central Region Council Member encouraged State Council Members to talk with their legislators, the Commerce and Revenue Appropriations Committee and The Executive Appropriations Committee. These groups decide what goes out for vote. The advocates present to these groups but it is nice when they hear from State Council members. Karen continued the DWS budget hearing is scheduled for January 25, 2006. Karen would like to see emergency child care funds available for those who need it to attend school or go to work.

Greg Diven thanked Karen Silver for her work on the information cards handed out earlier today. These are available at the regions.

The meeting adjourned at 2:55 p.m.